

Code Administration Code of Practise

2013 Customer Survey Results

1 Summary

The Joint Office of Gas Transporters invited feedback about how satisfied users are with the service provided as UNC Code Administrator. This covers maintaining the UNC; compiling Modification Reports on behalf of the industry; managing industry meetings; and keeping users informed about UNC modifications.

This year 38 people responded (2012:24, 2011:45).

Summary Results (%)

Responses	2013	2012	2011
Very Satisfied	34	47	48
Satisfied	54	49	43
Dissatisfied	3	2	2
Very Dissatisfied	1	0	1
Other (ie. Not used/no view)	8	2	6

Note:

This table shows the total number of responses for each category across all questions in the survey, expressed as a percentage.

So, in 2013, 34% of all responses were “very satisfied”.

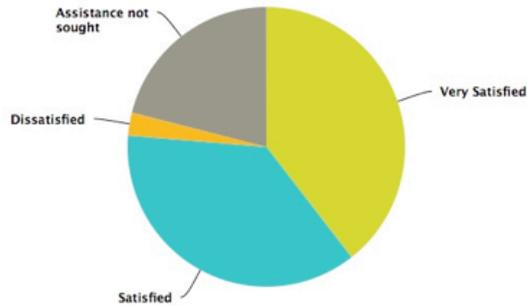
Respondents (%)

Responses	2013	2012	2011
Consumer	3	4	7
Regulator	3	0	4
'Big Six' Shipper	24	25	16
Other Shipper	16	13	11
Transporter	48	45	44
Other	6	13	18

2 Responses

If you have sought assistance from the Joint Office, how satisfied are you with the assistance offered in relation to the code and its modification process?

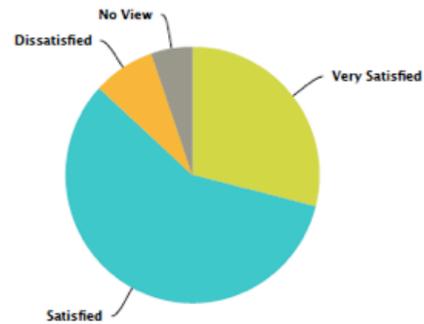
Answered: 38 Skipped: 1



Answer Choices	Responses
Very Satisfied	39.47% 15
Satisfied	36.84% 14
Dissatisfied	2.63% 1
Very Dissatisfied	0% 0
Assistance not sought	21.05% 8
Total	38

Do you find the Joint Office's reports/documentation to be sufficiently clear e.g. Modification Reports, Agendas, Minutes, Emails?

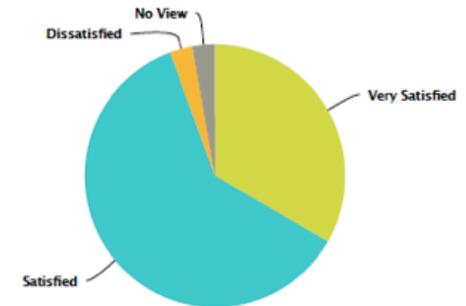
Answered: 38 Skipped: 1



Answer Choices	Responses
Very Satisfied	28.95% 11
Satisfied	57.89% 22
Dissatisfied	7.89% 3
Very Dissatisfied	0% 0
No View	5.26% 2
Total	38

How satisfied are you with the timeliness of material created and published by the Joint Office e.g. Modification Reports, Agendas, Minutes?

Answered: 36 Skipped: 3



Answer Choices	Responses
Very Satisfied	33.33% 12
Satisfied	61.11% 22
Dissatisfied	2.78% 1
Very Dissatisfied	0% 0
No View	2.78% 1
Total	36

"..always willing to help"

"Site is well maintained and easy to navigate once you know where things are"

"Do a great job of what can be quite technical"

"Very good knowledge of the mod process"

"Good at suggesting ways to proceed"

3 Feedback

The feedback suggested the Joint Office continue to provide a valued and effective service.

Number of areas for further consideration/attention:

- Control of late meeting papers
 - JO will encourage timely provision and, where persistent late delivery by individual contributors, escalate as appropriate
- Quality of Documentation
 - JO to work with modification proposers to improve overall quality (critical friend)
 - JO to ensure workgroups assess modifications fully and provide complete and accurate documentation
 - JO will also monitor feedback from Ofgem and Panel
- Central repository for Modification Workgroup documents
 - Some conflicting views, further discussion with interested parties before acting
- Meeting actions not delivered promptly
 - JO will bring focus on actions ahead of meetings